

Marine Corps Community Services (MCCS) Lodging Guest Registration - 0703-0072
Sample Customer Feedback Email and Questionnaire



CUI

«zName»

«zAddr1»

«zTown», «zState» «zPostCode»

Dear «cTitle» «cSub_Title» «cSurname»,

Thank you for your reservation at «zName». We appreciate your patronage and would like to request feedback on your recent stay. Our goal is to embody our brand promise of "Clean.Crisp.Comfort" and to exceed expectations. Please access the Customer Satisfaction Survey at the link below.

Your reservation details are as follows:

CONFIRMATION NO: «rRes_No»

ARRIVAL: «rArr_Date_Long»

DEPARTURE: «rDep_Date_Long»

ROOM TYPE: «rCategory»

TARIFF: «rBaseTariffNightly» per night

Completing the survey is voluntary and we very much appreciate your efforts to do so. We look forward to your next stay at «zName».

[Inns of the Corps Quantico Customer Satisfaction Survey](#)

CUI

Customer Feedback Email Cover Sheet Sample

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Customer Satisfaction Survey

We appreciate your patronage and would like to request feedback on your recent stay. Our goal is to embody our brand promise of "Clean.Crisp.Comfort" and to exceed expectations.

In order to provide the best hospitality experience to our Marines, Sailors and their families, we would appreciate your feedback. Please take a few moments to share your thoughts about your recent visit. Your feedback will help us to understand what we do well and what we can do better, recognize deserving staff, and understand what we can do better.

This feedback process is administered by a contracted agency called Verint ForeSee. Basic personal information they collect on our behalf includes your first and last name, title or rank, email address, reservation number, facility location, dates of stay, nightly rate and room number. Your contact information may be used by Inns of the Corps to follow up with you directly.

Completing the survey is voluntary and we very much appreciate your efforts to do so.

OMB CONTROL NUMBER: 0703-0072
OMB EXPIRATION DATE: pending

AGENCY DISCLOSURE NOTICE

The public reporting burden for this collection of information, OMB Control Number 0703-0072, is estimated to average 7 minutes as appropriate per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or burden reduction suggestions to the Department of Defense, Washington Headquarters Services, at whs.mc-alex.esd.mbx.dd-dod-information-collections@mail.mil. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.

1: *What is your **overall satisfaction** with your recent stay at this Inns of the Corps facility?

1=Very Dissatisfied					Very Satisfied=10				
1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2: *How well did your stay at this Inns of the Corps facility **meet your expectations**?

1=Fell Short					Exceeded=10				
1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3: *How did your stay at this Inns of the Corps facility **compare with an ideal** lodging experience?

1=Very Dissatisfied					Very Satisfied=10				
1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4: *What was your **primary reason** for your **most recent stay** at Inns of the Corps?

- Leisure travel
- I am a family member of someone stationed on the installation
- I am a friend of someone staying on an installation
- PCS
- TAD/TDY
- Other, please specify

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5: *How did you hear about Inns of the Corps?

Personnel Referral
 MCCS Website
 Internet Search
 Other
 InnsoftheCorps.com website
 MCCS marketing displays
 Referral from other Official Lodging
 MCCS social media

6: *When thinking about your most recent stay, please indicate your level of agreement with the following:
Reservations were in order upon arrival.

1=Strongly Disagree					Strongly Agree=10					
1	2	3	4	5	6	7	8	9	10	Don't Know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7: *When thinking about your most recent stay, please indicate your level of satisfaction with the following:
Appearance of the lobby.

1=Very Dissatisfied					Very Satisfied=10					
1	2	3	4	5	6	7	8	9	10	Don't Know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8: *Speed and efficiency of check-in

1=Very Dissatisfied					Very Satisfied=10					
1	2	3	4	5	6	7	8	9	10	Don't Know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9: *Staff professionalism and courteousness at check-in

1=Very Dissatisfied					Very Satisfied=10					
1	2	3	4	5	6	7	8	9	10	Don't Know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10: *Please rate the ability of Guest Services staff to answer your questions at check-in.

1=Poor					Excellent=10					Don't Know/Does Not Apply
1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11: *Did the staff address you by name or rank during the check-in process?

Yes
 No

12: *When thinking about your most recent stay, please rate the following:
Appearance of Inns of the Corps exterior and grounds.

1=Poor					Excellent=10					Don't Know/Does Not Apply
1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13: *Helpfulness of Guest Services staff

1=Poor					Excellent=10					Don't Know/Does Not Apply
1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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14: *Helpfulness of Housekeeping staff	1=Poor 1 2 3 4 5 6 7 8 9 10 <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Excellent=10 <input type="radio"/> <input type="radio"/> <input type="radio"/>	Don't Know/Does Not Apply <input type="radio"/>
15: *Overall cleanliness of guest room	1=Poor 1 2 3 4 5 6 7 8 9 10 <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Excellent=10 <input type="radio"/> <input type="radio"/> <input type="radio"/>	Don't Know/Does Not Apply <input type="radio"/>
16: *Overall condition of the room furnishings	1=Poor 1 2 3 4 5 6 7 8 9 10 <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Excellent=10 <input type="radio"/> <input type="radio"/> <input type="radio"/>	Don't Know/Does Not Apply <input type="radio"/>
17: *Comfort of the room (mattress, linens, pillows, seating)	1=Very Dissatisfied 1 2 3 4 5 6 7 8 9 10 <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Very Satisfied=10 <input type="radio"/> <input type="radio"/> <input type="radio"/>	Don't Know/Does Not Apply <input type="radio"/>
18: *In-room Guest amenities	1=Poor 1 2 3 4 5 6 7 8 9 10 <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Excellent=10 <input type="radio"/> <input type="radio"/> <input type="radio"/>	Don't Know/Does Not Apply <input type="radio"/>
19: *Heating and cooling system worked	1=Very Dissatisfied 1 2 3 4 5 6 7 8 9 10 <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Very Satisfied=10 <input type="radio"/> <input type="radio"/> <input type="radio"/>	Don't Know/Does Not Apply <input type="radio"/>
20: *Television channel selection	1=Very Dissatisfied 1 2 3 4 5 6 7 8 9 10 <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Very Satisfied=10 <input type="radio"/> <input type="radio"/> <input type="radio"/>	Don't Know/Does Not Apply <input type="radio"/>
21: *Guest room lighting	1=Very Dissatisfied 1 2 3 4 5 6 7 8 9 10 <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Very Satisfied=10 <input type="radio"/> <input type="radio"/> <input type="radio"/>	Don't Know/Does Not Apply <input type="radio"/>
22: *Quality of internet service	1=Very Dissatisfied 1 2 3 4 5 6 7 8 9 10 <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Very Satisfied=10 <input type="radio"/> <input type="radio"/> <input type="radio"/>	Don't Know/Does Not Apply <input type="radio"/>
23: *Cleanliness of Breakfast Area	1=Poor 1 2 3 4 5 6 7 8 9 10 <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Excellent=10 <input type="radio"/> <input type="radio"/> <input type="radio"/>	Don't Know/Does Not Apply <input type="radio"/>
24: *Selection of breakfast items	1=Very Dissatisfied 1 2 3 4 5 6 7 8 9 10 <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Very Satisfied=10 <input type="radio"/> <input type="radio"/> <input type="radio"/>	Don't Know/Does Not Apply <input type="radio"/>
25: *Quality of breakfast items offered	1=Very Dissatisfied 1 2 3 4 5 6 7 8 9 10 <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Very Satisfied=10 <input type="radio"/> <input type="radio"/> <input type="radio"/>	Don't Know/Does Not Apply <input type="radio"/>

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Customer Feedback Questionnaire (slide 3 of 5)

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26: *Helpfulness of Breakfast staff

1=Very Dissatisfied										Very Satisfied=10										Don't Know/Does Not Apply
1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

27: *The accuracy of bill at check-out

1=Very Dissatisfied										Very Satisfied=10										Don't Know/Does Not Apply
1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

28: *Speed and efficiency of check-out process

1=Very Dissatisfied										Very Satisfied=10										Don't Know/Does Not Apply
1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

29: *Staff professionalism and Courteousness during **check-out**

1=Very Dissatisfied										Very Satisfied=10										Don't Know/Does Not Apply
1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

30: *Did you ask an employee for assistance during your stay?

- Yes
- No

31: *During your stay, if any, which other on-installation facilities or services did you also visit? (Please select all that apply.)

- Commissary
- Marine Corps Exchange
- Marine Mart
- Fitness center
- Restaurants/Food Outlets
- Golf course
- Bowling center
- Other Recreation Activities
- I did not visit any other on-installation facilities or services

32: *How often do you stay at Inns of the Corps?

33: *What is your **customer eligibility status**?

34: *What is your rank or grade?

35: OPTIONAL - What is your gender?

- Male
- Female
- Prefer not to respond

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36: OPTIONAL - What is your current age?

Please Select

37: *When travelling to an area with an Inns of the Corps, how likely are you to stay at an Inns of the Corps facility again in the future?

1=Very unlikely Very Likely=10

1 2 3 4 5 6 7 8 9 10 Don't Know

38: *When returning to the area, how likely are you to stay at this Inns of the Corps facility again?

1=Very unlikely Very Likely=10

1 2 3 4 5 6 7 8 9 10 Don't Know

39: *How likely are you to recommend Inns of the Corps to someone else?

1=Very unlikely Very Likely=10

1 2 3 4 5 6 7 8 9 10 Don't Know

40: Please tell us about something that delighted you during your stay.

1,000 Characters Remaining

41: What else would you like to share with us regarding your experience with Inns of the Corps?

1,000 Characters Remaining

Thank you for your feedback and patronage.

Please note you may not receive a response. If you would like to discuss your feedback or provide further insights, please contact the Inns of the Corps directly at [www. Innsofthecorps.com](http://www.Innsofthecorps.com).

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